

Pāalamanui Library and Learning Center



ANNUAL REPORT OF PROGRAM DATA **2021**

July 1, 2020 through June 30, 2021



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1. Program or Unit Description

Program or Unit Mission or Purpose Statement

The Pālanui Library and Learning Center promotes student success by providing internet access, placement and course test proctoring options, a way to connect with tutors, help with finding and using information, and access to the entire University of Hawai'i system virtual library collection.

What is the target student or service population?

It serves the students, faculty, and staff of Hawaii Community College who reside on the West side of Hawaii Island. As a University of Hawaii Board of Regents designated Center, it also serves any student residing in West Hawaii who is enrolled in classes or programs offered through distance education modalities from any of the University of Hawaii system colleges or universities.

2. Analysis of the Program/Unit

[UHCC Annual Report of Program Data \(VARPD\)](#)

Please note: Previously the UH Hilo Mookini Library completed the ARPD for Hawaii Community College library services, with the Pālanui Library and Learning Center keeping track of their own data, services, and annual user surveys. The ARPD indicators for academic support, specifically for library services, are undergoing review and revision, and the Mookini Library will not be submitting a report this year. This report reflects only the services at the Pālanui Library and Learning Center and uses the data available to address some of the demand, efficiency, and effectiveness indicators whenever possible. However, since reliable data is not available about the student FTE associated with the Pālanui campus area, no attempt has been made to answer use or service per FTE questions. As academic services move to island wide coverage, site specific per FTE indicators may become less relevant. Also, our annual UHCC ARPD library user satisfaction survey is usually done on site in April every year. Because of the COVID-19 shut down and transition to online classes in March 2020, no survey was administered in fiscal 2020 or fiscal 2021.

Throughout the 2020-2021 academic year, the Pālanui Library and Learning Center has remained open to all Hawaii Community College users as well as other students associated with the University of Hawaii system. We maintained normal open hours of 8am – 4:30 pm Monday – Fridays. We achieved this by staggering staff schedules to include on campus as well as work at home days. As a combined library and learning center, regular services were offered in both areas. This included assistance with information research, circulation of physical resources (books, DVDs, course reserve items) and the promotion of information competency. Learning center services included placement tests to incoming students, test proctoring for distance education students, and tutoring options for English and Math classes. Services were offered both in person and remotely.

Significant program or unit actions for library related services

1. Alma/Primo Library Management System

Discussion: The new system, currently named Alma/Primo, went live as scheduled in December 2019. It is more difficult to use from the staff side than the previous system, but it has some important advantages. Because it is a cloud-based system, the continual purchase and maintenance of database servers housed at UH Manoa has been minimalized, which should save some shared library costs in the future. The most important advantage is that the new system now allows our users to search both the physical collections of the UH libraries and most of the electronic books (ebooks) available to them at the same time. If an ebook is directly accessible to the user, they can, with their UH username and password, click directly through to the entire book without having to go to another web site. The number and breadth of the academic ebooks available to our users is phenomenal compared to the books on our shelves (200,000 versus 2,000). Some journal articles are also accessible via Alma/Primo but using Alma/Primo is by no means a substitution for going directly to full text article or video providers like the EBSCO family of databases, Science Direct, or Films on Demand.

Action Item: Continue to learn how the new Alma/Primo LMS, both the staff side and the user side works. Attend relevant training sessions offered by the software company and introduce users to the system.

2. Use of Licensed Electronic Information Resources and Physical Items (Demand and Efficiency)

When assisting individual students or attending a class to orient students to credible information sources and strategies, the librarian and staff emphasize the depth and variety of resources available through their Hawaii CC affiliation.

Discussion: Electronic Information Resources

With most classes at Pālanui going online in the middle of March 2020, the number of students and faculty using the facility in person fell dramatically. However, the use of licensed electronic resources (articles, ebooks, online encyclopedias, newspapers, professionally produced videos) has increased. This indicates that students continue to seek out these resources to fulfill the need to find credible sources for their assignments even when working from home.

Please note that these usage numbers below are for ALL Hawaii CC students, faculty and staff no matter where they reside. Through the long-standing Memorandum of Understanding (MOU) between HawCC and UH Hilo, the UHH Mookini Library maintains the proxy server that controls HawCC user access to licensed electronic resources. When possible, Mookini Library provides us with actual usage counts specific to HawCC users. However, this is not always possible. Depending on the resource vendor, the Mookini staff may or may not be able to separate HawCC users from their UHH users. They also did not renew a library software tool called LibGuides that had provided some usage counts in addition to the vendor reports during previous years. The usage counts for the last two fiscal years reflect only the counts from the Ebsco article databases, Science Direct, and two major Ebook vendors.

| Fiscal Year | Full-text articles/Ebooks, Videos Retrieved | Total Clickthroughs** | Total Searches |
|-------------|---|-----------------------|----------------|
| 2017-2018 | 17,172 | 10,936 | 8,541 |
| 2018-2019 | 21,450 | 9,943 | 8,890 |
| 2019-2020 | 23,656* | na | 30,792* |
| 2020-2021 | 25,689* | na | 53,100* |

* UHH Mookini Library was unable to collect data from all the usual vendors, so usage was more than shown.

Clickthrough explanation – Clickthroughs represent the times a user clicked on a link to an electronic item, i.e. ebook, free government report, in the Voyager/Alma/Primo catalog. It does not reveal if the user tried to open the item to read it. The new Alma/Primo system cannot yet tally clickthroughs for individual colleges.

Action Item: Continue to seek ways to gather a more accurate way of collecting electronic usage data.

Discussion: Physical Items Circulated

Hawaii CC Physical Item Circulation - Pāalamanui Library only

| | |
|-----------|-----|
| 2017-2018 | 400 |
| 2018-2019 | 435 |
| 2019-2020 | 385 |
| 2020-2021 | 55 |

In the Voyager system UHH could not separate HawCC users in Hilo from UHH users, so this chart represents only items checked out from the Pāalamanui LLC. This includes all circulation activity

processed through both the Voyager and the Alma/Primo system. It appears that in the Alma/Primo system, Mookini Library may be able to track Hawaii CC Hilo side users starting in January 2020, but this author does not have access to that report. This will be investigated further in the coming year.

The circulation of the physical collection and borrowing items from other libraries has dropped drastically in the past year. The obvious cause of this is the lack of in person classes on campus which made it easy for students to look for and check out on site materials. However, the increase in electronic resources, including ebooks, indicates that students are still seeking and finding legitimate sources or their papers and assignments.

Action Item: Investigate the possibility of pulling the Alma/Primo system circulation records for all HawCC users into one report.

3. Information Literacy (Demand and Effectiveness)

In addition to providing access to information resource materials, the Pāalamanui LLC is responsible for promoting student success by addressing this student learning outcome:

- UHCC system Common Learning Outcome -The student will evaluate information and its sources critically

General Information Resource Instruction and the Student Use of Information Resources

(Demand)

| | Class Instruction Sessions - Palamanui | | |
|-----------|--|--------------|--|
| | Sessions | Participants | |
| 2017-2018 | 12 | 188 | |
| 2018-2019 | 5 | 97 | |
| 2019-2020 | 9 | 167 | |
| 2020-2021 | 4 | 55 | |

Discussion:

Most of the library use and information research assistance we offer is to individuals on a drop-in basis, on the phone, or through email. Scheduled sessions with classes are also encouraged and arranged with instructors upon request. Since the COVID-19 shut down of the campus in March 2020, no in person instruction sessions have been held. In response to this lack of direct student content, the staff attended several ITSO sponsored workshops about using web-based tools to instruct students about electronic information resources and how to use them. In the past year, only four virtual sessions were held via zoom, IS 101, Psych 100, and two Elama member orientation sessions. So, we reached out to Pāalamanui faculty to see how we could offer information retrieval instruction. As a result, staff member Jean Jewell created six very short Screencasts. These seemed to be very well received by the instructors since they were tailored to the needs of their specific class assignments. Also, UHH Mookini Library has started to offer both commercial tutorials and

their own video tutorials on how to use the Alma/Primo UH system database and information retrieval strategies. These are relevant to both UHH and HawCC users and we plan to promote these tools with links on our Pāalamanui web site.

Pāalamanui Screencast videos produced by Jean Jewell

- How to access ebooks
- How to find information on an element (Chemistry)
- How to find information on a systemic disorder (Anatomy and Physiology)

- How to access Encyclopedia Britannica
- How to use ebooks (History)
- How to find and use citations

Link to UH Mookini Library Tutorials: <https://hilo.hawaii.edu/library/help/faq>

Various efforts have been made in the past few years to evaluate the effectiveness of use of information liberal arts classes, particularly English 100 classes. This was discussed in previous unit reviews. Now a UH system wide one credit class has been introduced the new UH General Education Program Redesign project begun in 2021. One section of the redesign aims to address the issues around information literacy as a fundamental life skill or “capacity”. The redesign proposes a one credit lab class called KHUA 140 that will cover both information and digital literacy. All of the UH system libraries, including the Pāalamanui LLC, will need to be involved with developing this. The UH Library Council, of which Pāalamanui is the HawCC representative, will be participating in this project as it develops.

Redesign link: <https://www.hawaii.edu/offices/vp-academic-strategy/academic-programs-and-policy/general-education-redesign/proposal/>

Action Item: Continue to develop options for reaching out with help to students and instructors in a mostly online environment.

Action Item: Add links to the UH Mookini Library tutorials to the Pāalamanui LC website.

Action Item: Participate in the information and digital literacy class development in the UH General Education Program Redesign project.

Information Competency Unit (Effectiveness)

Several years ago, the librarian designed a module-based information competency unit in Laulima that was based on the one used the Mookini Library. The unit contains modules on identifying types of information, searching databases, finding books and ebooks, and evaluating and citing sources. There is a pretest, module quizzes, and a final quiz. Instructors can assign points to the quizzes and incorporate them into their overall grading scheme for a class if they chose to do so. The unit has been used in various English classes and a few other social science classes.

Discussion: It was suspended when Library Management System (LMS) Voyager was retired in January 2020. To our surprise there were still two instructors who chose to use it in their remote classes, so some edits were made to make the unit compatible the Alma/Primo system. The UHH Mookini Library has a revamped Laulima unit they now call Library Skills Assignment that they use with all English 100 classes, including HawCC sections. Since the UH system course will not be available for a while. We intend to review this and ask permission to use it for Pālamanui based classes and individuals.

Action Item: Review the Library Skills Assignment modules and ask permission to use them for Pālamanui based classes and individuals.

4. Test Proctoring and Placement Testing (Demand)

Test Proctoring

The librarian and staff provide test proctoring for in person classes and distance education modality classes for Hawaii CC and students enrolled in classes from any UH system college or university. Placement testing necessary to enroll in community college classes is also provided.

| Test Proctoring - Palamanui LLC | | | | | | |
|---------------------------------|--|--------------|-----------|-----|----------|---------------|
| Fiscal Year | | HawCC on | HawCC DE | | Other UH | Out of System |
| | | site classes | classes | | | |
| | | | on campus | | | |
| 2017-2018 | | 111 | 527 | | 361 | 5 |
| 2018-2019 | | 203 | 580 | | 258 | 25 |
| 2019-2020 | | 220 | 400 | | 228 | 15 |
| 2020-2021 | | 0 | 560 | 181 | 2 | 0 |

Discussion: Test proctoring both for HawCC classes and other colleges in the UH system continues to be an important student service, even though at other community colleges in the system requiring a proctored test for student assessment has declined. As the COVID-19 pandemic progressed during the Spring 2020 semester, guidelines from the UH system encouraged instructors to proctor their own tests for online classes. Students in totally asynchronous classes were also offered remote testing to avoid contact on campus. This resulted in a reduction of DE students needing to come to campus to take tests, but an increased demand for the provision of remote testing. In the past year staff member Jean Jewell volunteered to become the remote test proctor for our campus. She went through ITSO based training and proctors via Zoom not only for Pālamanui based classes but for any HawCC student. She works closely with the Hale Kea Testing Center on the Manono campus to help relieve the testing volume pressure during midterms and finals. While a useful option for many students, remote proctoring also has some technological challenges. For instance, tablets, cell phones, and certain laptops will not work because they do not allow the proctor to enter test pass words. Students may also have unreliable internet service, which also can affect a testing session. In

general, we have found remote testing to be much more time intensive than campus in person test proctoring.

Requiring a student to come to a testing center or to take a remote zoom session test has been a way of verifying the identity of a student registered in a class. This is necessary to keep the college in compliance with federal financial aid requirements, but other class activity options are also acceptable. Dr. Melanie Wilson, the Interim Vice Chancellor for Academic Affairs, is interested in both updating remote testing services and guidelines and encouraging faculty to consider other identity verification options if instructors are requiring proctored testing only for this requirement.

Action Item: Work with Vice Chancellor Wilson to establish reasonable remote testing procedures and guidelines.

Placement Testing

The UHCC system has a system wide subscription to Accuplacer to determine placement into community college Math and English classes. English and Math scores are also used to satisfy prerequisites for other courses.

| Placement Testing - Palamanui LLC | | | |
|-----------------------------------|----------------------|----------------------------|--|
| Fiscal Year | Accuplacer on campus | Accuplacer in high schools | |
| 2017-2018 | 371 | 42 | |
| 2018-2019 | 282 | 61 | |
| 2019-2020 | 233 | 12 | |
| 2020-2021 | 46 | 0 | |

Discussion: Since the system is encouraging other self-placement options to be used whenever possible to place new students into classes, fewer Accuplacer tests are necessary. Also, high school students admitted into the Early College program no longer need to take the Accuplacer test. Instead, they are directed to EdReady.

EdReady- The UHCC system is continuing a pilot program to use EdReady as a placement tool with a skills review and pathway component, that if successfully completed, allows students to bypass Accuplacer scores as a placement option. The staff continues to recommend EdReady to new and potential students who do not have any other self-placement options. Exceptions to this would be by counselor request, i.e. ESL students or veterans who need to satisfy a requirement for their benefits.

Action Item: Continue to offer the EdReady placement option to students as an alternative to Accuplacer.

5. Tutoring

The Pāalamanui LLC acts as a contact station for tutoring HawCC students in the areas of math and English. The librarian hires student tutors and provides general supervision in these areas as well as a peer mentor for the DE digital media arts program. In 2019-2020 a professional math tutor was also hired to assist students and instructors at the Pāalamanui campus, but that was discontinued in fiscal 2020-2021.

Background: While the librarian manages aspects of student hiring and general supervision, the instructors in the math, English, and art departments are in the best position to identify the needs of their classes and individual students. Therefore, all content related training and supervision is done by the instructors. In March 2020 all tutoring and mentoring went mostly online through Zoom or in some cases email. The student tutors and professional tutor no longer made in person appointments through the Pāalamanui LLC. They managed their own appointments and schedules, though the librarian continued to review and approve their time sheets. The LLC staff also referred students to the HawCC Learning Center for additional help and informed them of other tutoring resources like Tutor.com and OLA – the tutoring service from UH Manoa.

Discussion: In the past year the only tutors directly supervised by Pāalamanui were two nursing students who served as both peer mentors and tutors in the STEM area. One assisted in campus Anatomy and Physiology labs and they both tutored online for Pāalamanui based students. They were also brought into the Hilo based Learning Center schedule so they could tutor any HawCC student island wide. A more rigorous tutoring training system is being developed via the college AVID program, and Tanya Dean, English faculty member and Lisa Fukumitsu, HawCC Learning Center Director, have requested that all tutors be hired and trained through their program for the next year.

Action Item: To continue to direct students to available remote tutoring options available to them through the HawCC Learning Center, and hire on site math and English tutors when it becomes possible to bring student interaction back to campus.

3. Program Learning Outcomes or Unit/Service Outcomes

Pāalamanui Library and Learning Center Library Unit Service/Unit Outcomes

As a combined library and learning center, our unit service/unit outcomes mirror those of the units charged with providing similar service on the Hilo side of the island. Please see the discussion sections above for further analysis.

Library Services:

1. The student will evaluate information and its sources critically (UHCC common SLO)
2. The library will provide an introduction on how to find and evaluate information (HawCC General Education Learning Outcomes 3 and 4)
3. The library will provide access to resource materials

Learning Center Services Outcomes

1. Provides tutoring/academic support services to promote student success.
2. Provide testing and academic support services to promote student success
3. Provides computer access for students.

4. Action Plan

Specify how the action plan aligns with the College's Mission and Strategic Plan. Include a discussion of how implementing this action plan will contribute to the College achieving the goals of the Strategic Plan.

<https://hawaii.hawaii.edu/sites/default/files/assets/docs/strategic-plan/hawcc-strategic-directions-2015-2021.pdf>

Though there is nothing specific to academic support units like the Pāalamanui Library and Learning Center in the current strategic plan, the unit supports student learning and success by providing easily accessible services and support to students and instructors as they strive to achieve their academic goals.

These action items have been identified in the discussions above:

1. Alma/Primo Library Management System

Action Item: Continue to learn how the new Alma/Primo LMS, both the staff side and the user side works. Attend relevant training sessions offered by the software company and introduce users to the system.

Measurable:

- Staff will know how to use the most relevant modules and
- Staff will be able to demonstrate the user interface to faculty and students

Benchmarks:

- Reports can be pulled from the database
- Users successfully use the public interface

Timeline: Throughout the 2020-2021 academic year

Update: Achieved. The staff continues to learn how to use the new system. Circulation and inventory reports can be pulled and have been used in required reports like the IPEDS and to conduct the annual inventory of the physical collection. Karen Au, Educational Specialist, has learned both how to add and delete items from the master holdings database (known as the "catalog"). The UHH Mookini Library staff, in consultation with the Pāalamanui staff, has modified the public access web interface as needed. Their staff has also added relevant tutorials to their website for the use of both UHH and HawCC users.

Action Item for 2021-2022: The Pāalamanui staff will continue to learn more about the useful details of Alma/Primo system and be able to show users how to use the system.

Measurable:

- Staff will understand more details about the most relevant modules
- Staff will be able to demonstrate the user interface to faculty and students and encourage users to utilize the tutorials provided by the UHH Mookini Library.

Benchmarks:

- Links to the Mookini Library Alma/Primo tutorials will be added to the Pāalamanui LLC website
- Users successfully use the public interface

Timeline: Throughout the 2021-2022 academic year

2. Use of Licensed Electronic Information Resources and Physical Items (Demand and Efficiency)

Action Item: Investigate the possibility of pulling the Alma/Primo system circulation records for all HawCC users into one report.

Measurable: UH Hilo will be able to supply HawCC user data for UHH Mookini Library Circulation

Benchmarks: UHH reviews data usage process in Alma/Primo to see possible solutions

Timeline: In time for next annual report, July 2022

Action Item: Continue to seek ways to gather a more accurate way of collecting electronic usage data.

Measurable:

- UH Hilo will be able to supply HawCC user data from all major vendors
- Reliable Pāalamanui FTE will be available

Benchmarks:

- UHH reviews data usage process to see possible solutions
- HawCC IR provides Pāalamanui FTE data

Timeline: In time for next annual report, July 2022

3. Information Literacy: (Demand and Effectiveness)

Action Item: Develop options for reaching out with the same instruction and help to students and instructors in a mostly online environment

Measurable:

- More virtual presentations to individuals and groups possible

Benchmarks:

- Products like ScreenCast-o-Matic will be used to create more short, customized guides to information resources

Timeline: Throughout the 2021-2022 academic year

Action Item: Review the Library Skills Assignment modules and ask permission to use them for Pālanui based classes and individuals.

Measurable:

- Instructors will be offered the use of the unit for their classes

Benchmarks:

- At least one Pālanui based class will incorporate the Library Skills Assignment into their course.

Timeline: Spring 2022

4. Test Proctoring and Placement Testing (Demand)

Test Proctoring

Action Item: Work with Vice Chancellor Wilson to establish reasonable remote testing procedures and guidelines.

Measurable:

- Division Chairs, Department Chairs, and Instructors will review and discuss remote testing procedures and guidelines

Benchmarks:

- Faculty will approve the guidelines and procedures and incorporate their use into their course syllabi

Timeline: Most instructors follow them by Fall 2022.

Placement Testing

Action Item: Continue to offer the EdReady placement option to students as an alternative to Accuplacer.

Measurable:

- EdReady admin reports from the system show program usage for HawCC affiliated users

Benchmarks:

- Staff will track users from our service area

Timeline: Throughout the 2020-2021 academic year

5. Tutoring

Action Item: Continue to direct students to available remote tutoring options available to them, and hire on site math and English tutors when it becomes possible to bring student interaction back to campus. Given the current COVID -19 pandemic status, it is assumed that this will not happen in 2021-2022.

*The action plan may be amended based on new initiatives, updated data, or unforeseen external factors between now and the next Comprehensive Review.

5. Resource Implications - * ONE-TIME BUDGET REQUESTS ONLY *

Detail any resource requests, including reallocation of existing resources (physical, human, financial)

X I am NOT requesting additional resources for my program/unit.

[Hawaii CC - Program & Unit Review Submission portal
https://hawaii.kualibuild.com/app/builder/#/app/60ef56c477b0f470999bb6e5/run](https://hawaii.kualibuild.com/app/builder/#/app/60ef56c477b0f470999bb6e5/run)